



TORQ Analysis of Order Fillers, Wholesale and Retail Sales to Counter and Rental Clerks

INPUT SECTION:

Transfer	Title	O* NET	Filters		
From Title:	Order Fillers, Wholesale and Retail Sales	43-5081.04	Abilities:	Importance Level: 50	Weight: 1
To Title:	Counter and Rental Clerks	41-2021.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

79

Ability TORQ				Skills TORQ				Knowledge TORQ			
Level		<div></div> 84		Level		<div></div> 82		Level		<div></div> 71	
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Oral Expression	53	18	72	No Skills Upgrade Required!				No Knowledge Upgrades Required!			
Speech Clarity	39	9	65								
Speech Recognition	41	7	62								
Trunk Strength	39	5	53								
Near Vision	50	4	56								
Information Ordering	37	2	53								

LEVEL and IMPT (IMPORTANCE) refer to the Target Counter and Rental Clerks. GAP refers to level difference between Order Fillers, Wholesale and Retail Sales and Counter and Rental Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Order Fillers, Wholesale and Retail Sales	Counter and Rental Clerks	Importance
Oral Comprehension	46 	 46	 75
Oral Expression	35 	 53	 72
Speech Clarity	30 	 39	 65
Speech Recognition	34 	 41	 62
Near Vision	46 	 50	 56
Information Ordering	35 	 37	 53



Trunk Strength	34	39	53
Problem Sensitivity	35	34	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Order Fillers, Wholesale and Retail Sales	Counter and Rental Clerks	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Order Fillers, Wholesale and Retail Sales	Counter and Rental Clerks	Importance

Experience & Education Comparison							
Related Work Experience Comparison				Required Education Level Comparison			
Description		Order Fillers, Wholesale and Retail Sales	Counter and Rental Clerks	Description		Order Fillers, Wholesale and Retail Sales	Counter and Rental Clerks
10+ years		0%	0%	Doctoral		0%	0%
8-10 years		0%	0%	Professional Degree		0%	0%
6-8 years		0%	0%	Post-Masters Cert		0%	0%
4-6 years		1%	0%	Master's Degree		0%	0%
2-4 years		0%	3%	Post-Bachelor Cert		0%	0%
1-2 years		7%	2%	Bachelors		0%	0%
6-12 months		12%	3%	AA or Equiv		9%	0%
3-6 months		6%	20%	Some College		8%	0%
1-3 months		2%	0%	Post-Secondary Certificate		0%	0%
0-1 month		2%	3%	High School Diploma or GED		24%	52%
None		66%	66%	No HSD or GED		56%	47%
Order Fillers, Wholesale and Retail Sales				Counter and Rental Clerks			
Most Common Educational/Training Requirement:							
Short-term on-the-job training				Short-term on-the-job training			
Job Zone Comparison							
2 - Job Zone Two: Some Preparation Needed				1 - Job Zone One: Little or No Preparation Needed			
Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.				No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a cashier even if he/she has never worked before.			
These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.				These occupations may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.			
Employees in these occupations need anywhere from a few months to one year of working with experienced employees.				Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.			

Tasks	
Order Fillers, Wholesale and Retail Sales	Counter and Rental Clerks
Core Tasks	Core Tasks



Generalized Work Activities:

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Coordinating the Work and Activities of Others- Getting members of a group to work together to accomplish tasks.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

Specific Tasks

Occupation Specific Tasks:

- Change the price of books in a warehouse.
- Compare printed price tickets with entries on purchase orders to verify accuracy and notify supervisor of discrepancies.
- Indicate item size, style, color, and inspection results on tags, tickets, and labels, using rubber stamp or writing instrument.
- Keep records of production, returned goods, and related transactions.
- Mark selling price by hand on boxes containing merchandise.
- Pin, paste, sew, tie, or staple tickets, tags, or labels to article.
- Put price information on tickets, marking by hand or using ticket-printing machine.
- Record number and types of articles marked and pack articles in boxes.
- Record price, buyer, and grade of product on tickets attached to products auctioned.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- complete record of production
- fill out business or government forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- package goods for shipment or storage
- perform clerical duties including typing, accepting orders, or sorting mail

Generalized Work Activities:

- Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Developing and Building Teams - Encouraging and building mutual trust, respect, and cooperation among team members.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

Occupation Specific Tasks:

- Advise customers on use and care of merchandise.
- Allocate equipment to participants in sporting events or recreational activities.
- Answer telephones to provide information and receive orders.
- Compute charges for merchandise or services and receive payments.
- Explain rental fees, policies and procedures.
- Greet customers and discuss the type, quality and quantity of merchandise sought for rental.
- Inspect and adjust rental items to meet needs of customer.
- Keep records of transactions, and of the number of customers entering an establishment.
- Prepare merchandise for display, or for purchase or rental.
- Prepare rental forms, obtaining customer signature and other information, such as required licenses.
- Provide information about rental items, such as availability, operation or description.
- Receive orders for services, such as rentals, repairs, dry cleaning, and storage.
- Receive, examine, and tag articles to be altered, cleaned, stored, or repaired.
- Recommend and provide advice on a wide variety of products and services.
- Rent items, arrange for provision of services to customers and accept returns.
- Reserve items for requested times and



- price merchandise
- process returned merchandise
- retrieve or place goods from/into storage
- stock or organize goods
- use computers to enter, access or retrieve data
- use inventory control procedures
- use oral or written communication techniques
- verify completeness or accuracy of data

keep records of items rented.

Detailed Tasks

Detailed Work Activities:

- advise clients or customers
- answer customer or public inquiries
- arrange merchandise display
- balance cash register
- calculate monetary exchange
- calculate rates for organization's products or services
- clean rooms or work areas
- collect deposit or payment
- demonstrate goods or services
- determine specifications
- fill out business or government forms
- greet customers, guests, visitors, or passengers
- inspect products or materials for damage, defects, or shortages
- issue supplies, materials, or equipment
- maintain account records
- maintain records, reports, or files
- manage inventories or supplies
- obtain information from individuals
- process credit transaction
- provide customer service
- receive or disburse cash related to payments received
- reconcile or balance financial records
- rent item to customer
- sell merchandise
- use cash registers
- use computers to enter, access or retrieve data
- use industry terms or concepts
- use knowledge of metric system
- use oral or written communication techniques

Tools - Examples

- Pliers
- Wrenches
- Barcode scanners
- Cash registers
- Delivery trucks
- Desktop computers
- Digital cameras



- Credit card processing equipment
- Handtrucks
- Nut drivers
- Personal computers
- Screwdrivers
- Surveillance cameras
- 35 millimeter cameras
- Wire strippers
- Wire cutters

Labor Market Comparison

Description	Order Fillers, Wholesale and Retail Sales	Counter and Rental Clerks	Difference
Median Wage	\$ 19,860	\$ 19,640	\$(220)
10th Percentile Wage	\$ 15,330	\$ 14,710	\$(620)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 24,350	\$ 26,200	\$ 1,850
90th Percentile Wage	\$ 30,370	\$ 33,000	\$ 2,630
Mean Wage	\$ 21,410	\$ 22,160	\$ 750
Total Employment - 2007	7,670	1,980	-5,690
Employment Base - 2006	7,601	2,022	-5,579
Projected Employment - 2016	6,921	2,277	-4,644
Projected Job Growth - 2006-2016	-8.9 %	12.6 %	21.5 %
Projected Annual Openings - 2006-2016	180	103	-77

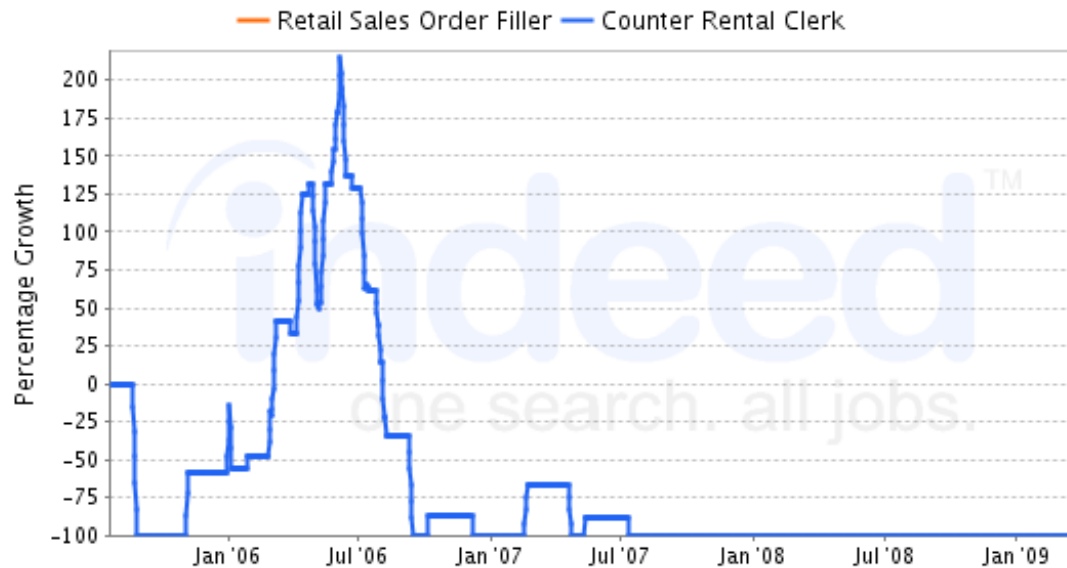
National Job Posting Trends

Trend for Order Fillers, Wholesale and Retail Sales

Trend for
Counter
and
Rental
Clerks



Job Trends from Indeed.com



Data from [Indeed](http://Indeed.com)

Recommended Programs

Selling Skills and Sales Operations

Selling Skills and Sales Operations. A program that prepares individuals to possess the skills associated with direct promotion of products and services to potential customers and to function as independent sales representatives and managers. Includes instruction in consumer psychology, image projection, public speaking and interpersonal communications, sales organization and operations, customer relations, professional standards and ethics, and applicable technical skills.

No schools available for the program

Maine Statewide Promotion Opportunities for Order Fillers, Wholesale and Retail Sales

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-5081.04	Order Fillers, Wholesale and Retail Sales	100	2	7,670	\$19,860.00	\$0.00	-9%	180
43-5081.03	Stock Clerks-Stockroom, Warehouse, or Storage Yard	80	1	7,670	\$19,860.00	\$0.00	-9%	180
43-9051.00	Mail Clerks and Mail Machine Operators, Except Postal Service	79	1	490	\$23,250.00	\$3,390.00	-19%	13
43-5081.02	Marking Clerks	78	2	7,670	\$19,860.00	\$0.00	-9%	180
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	78	2	970	\$41,950.00	\$22,090.00	-12%	10
43-5051.00	Postal Service Clerks	76	2	580	\$44,780.00	\$24,920.00	-3%	13



41-2031.00	Retail Salespersons	75	2	18,460	\$22,050.00	\$2,190.00	4%	677
41-9041.00	Telemarketers	75	2	1,670	\$23,680.00	\$3,820.00	-18%	59
43-5081.01	Stock Clerks, Sales Floor	75	1	7,670	\$19,860.00	\$0.00	-9%	180
43-3021.01	Statement Clerks	74	2	1,990	\$27,580.00	\$7,720.00	1%	28
43-3071.00	Tellers	74	2	2,970	\$21,770.00	\$1,910.00	18%	184
51-9061.00	Inspectors, Testers, Sorters, Samplers, and Weighers	74	2	1,700	\$29,700.00	\$9,840.00	-14%	26
29-2051.00	Dietetic Technicians	74	3	170	\$27,270.00	\$7,410.00	13%	7
43-9061.00	Office Clerks, General	73	2	13,910	\$24,040.00	\$4,180.00	5%	339
51-6041.00	Shoe and Leather Workers and Repairers	73	2	90	\$25,030.00	\$5,170.00	-19%	3

Top Industries for Counter and Rental Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Consumer goods rental	532200	20.03%	95,468	114,217	19.64%
Drycleaning and laundry services	812300	11.77%	56,113	61,729	10.01%
Automotive equipment rental and leasing	532100	10.16%	48,425	60,440	24.81%
Automobile dealers	441100	6.97%	33,229	41,464	24.78%
Lessors of real estate	531100	6.96%	33,164	40,193	21.19%
Personal care services	812100	3.04%	14,494	17,551	21.09%
Automotive parts, accessories, and tire stores	441300	2.54%	12,107	12,993	7.32%
General rental centers	532300	2.46%	11,723	14,245	21.51%
Activities related to real estate	531300	2.37%	11,297	15,837	40.18%
Commercial and industrial machinery and equipment rental and leasing	532400	2.26%	10,776	14,484	34.41%
Automotive mechanical and electrical repair and maintenance	811110	2.13%	10,129	13,228	30.60%
Grocery stores	445100	2.10%	10,011	12,014	20.02%
Fitness and recreational sports centers	713940	1.63%	7,776	11,397	46.57%
Building material and supplies dealers	444100	1.61%	7,678	10,793	40.57%
Self-employed workers, primary job	000601	0.96%	4,555	5,338	17.19%

Top Industries for Order Fillers, Wholesale and Retail Sales



Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Grocery stores	445100	23.82%	406,079	370,728	-8.71%
Department stores	452100	16.56%	282,337	232,482	-17.66%
Other general merchandise stores	452900	9.11%	155,334	175,987	13.30%
Warehousing and storage	493100	3.42%	58,300	65,157	11.76%
Employment services	561300	2.57%	43,742	46,324	5.90%
Clothing stores	448100	2.50%	42,692	37,499	-12.16%
Grocery and related product wholesalers	424400	2.26%	38,557	35,278	-8.50%
Pharmacies and drug stores	446110	1.85%	31,599	29,366	-7.07%
General medical and surgical hospitals, public and private	622100	1.51%	25,696	23,804	-7.36%
Miscellaneous nondurable goods merchant wholesalers	424900	1.11%	18,994	17,279	-9.03%
Electronics and appliance stores	443100	0.97%	16,458	13,754	-16.43%
Wholesale electronic markets and agents and brokers	425100	0.95%	16,236	15,416	-5.05%
Office supplies, stationery, and gift stores	453200	0.91%	15,522	10,716	-30.97%
Motor vehicle and motor vehicle parts and supplies merchant wholesalers	423100	0.82%	14,032	13,402	-4.49%
Local government, excluding education and hospitals	939300	0.80%	13,602	12,785	-6.00%